



Mobility Services for All Americans (MSAA)

What It Is

Inefficiencies, limited resources and a multitude of federal and local agencies involved in human service transportation can make meeting the mobility needs of people with special needs challenging.

To improve the effectiveness and efficiency of current human service transportation, the U.S. Department of Transportation's (USDOT) Intelligent Transportation Systems (ITS) program has launched the MSAA initiative. The overarching goal of MSAA is to utilize ITS technologies to address rising human service transportation costs and the need to improve mobility services for all, especially those with special transportation needs.

The MSAA initiative complements the United We Ride (UWR) national campaign that implements the Executive Order on Human Service Transportation Coordination (#13330) issued by President Bush in February 2004. The Executive Order requires all related federal agencies to work together to enhance transportation access, minimize duplication of services and facilitate the most appropriate, cost-effective human service transportation.

Current Status

As recommended in the MSAA Foundation Research report and the 2005 UWR Presidential Report, the MSAA and UWR initiatives are conducting a joint demonstration to test the technical and institutional feasibility of an enhanced human service transportation system. The demonstration adopts a two-phased approach: system planning and design (Phase 1) and system deployment and evaluation (Phase 2). Through an open competitive Request for Proposals (RFP), the USDOT announced in January 2007 the selection of eight locations as the Phase 1 demonstration project sites. The eight sites are Aiken, SC; Atlanta, GA; Cherry Hill, NJ; Fitchburg, MA; Kent, OH; Louisville, KY; Orlando, FL; and Paducah, KY.

The MSAA initiative also established a single access point for providing technical assistance to the eight demonstration sites, as well as two consultant teams to perform independent evaluations (process evaluation and system impacts evaluation) of the demonstration projects.

The Year Ahead

The demonstration kick-off workshop is scheduled for March 19-20, 2007, in Washington, DC, followed by a 15-month period to execute phase 1. During the kick-off workshop, MSAA will unveil a new web-based public forum (hosted by the American Public Transportation Association (APTA)) to facilitate future communications and information sharing among the demonstration sites and across the human service transportation community at large. Meanwhile, the MSAA initiative continues to solicit stakeholder input and plans to release the first comprehensive MSAA stakeholders outreach and technology transfer plan for industry review and comment during 2007.